

Measuring and Celebrating Success



Community Leadership Training

Milwaukee, WI

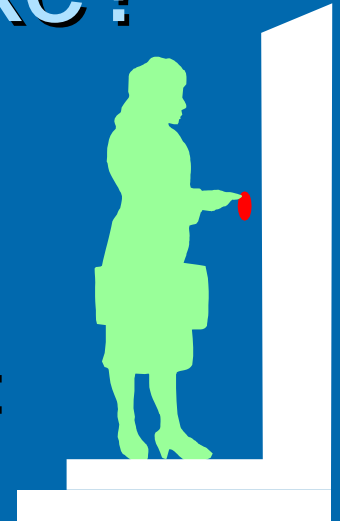
Karen Meyerson, RN, BSN, AE-C



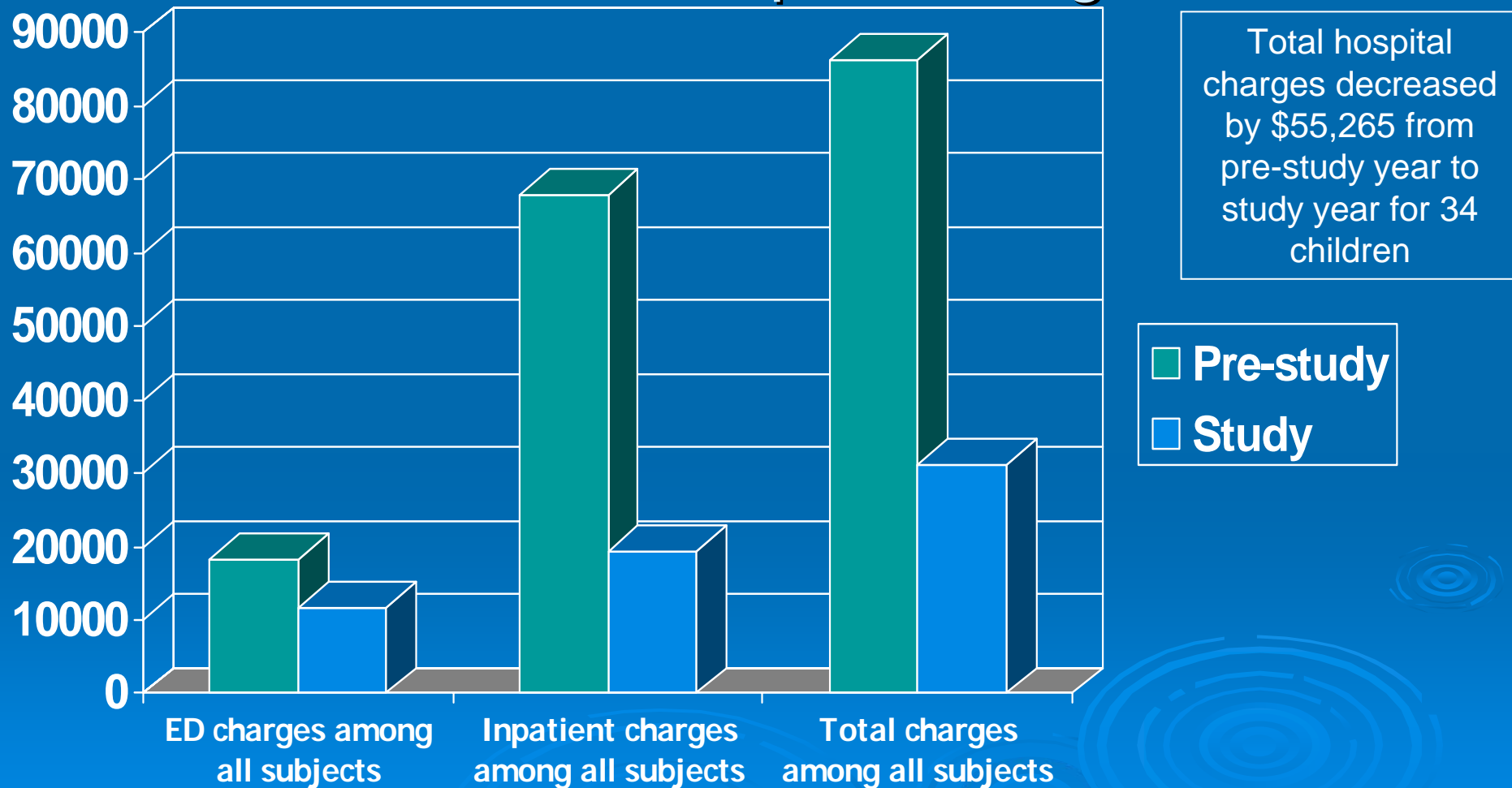
June 29, 2006

What does success look like?

- Established goals:
 - Community outreach and education
 - Case management
- Provided services that are “cutting edge”:
 - Home visits
 - School in-services
 - Physician care conferences to elicit a written asthma management plan
 - Medical social worker to assist with psychosocial barriers
- Obtained reimbursement from 5 health plans – first in nation
- Presented significant outcomes at 11 national & international conferences
- Maintained strong community partnerships



Key Health Outcomes: Case Management Demonstrating Reduced Hospital Charges



How do you celebrate success?

➤ Awards

- Program Delivery Award
- Hometown Health Heroes
- EPA National Exemplary Award

➤ Rewards

- Staff & board retreats
- MVP plaque

➤ Spread the word

- Press conferences
- Media interviews
- Annual report
- Patient testimonials

➤ Say thank you!

- Luncheons, notes, emails, recognition program, etc.





For more information...

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